

CALIFORNIA RURAL INDIAN HEALTH BOARD, INC.

Position Description

RECEPTIONIST (Clinic)

Reports to: Shingle Springs Tribal Health Office Manager

Supervises: None

Salary Grade: \$9.00 to \$11.00 Hourly

FLSA Classification: Non-Exempt

POSITION SUMMARY:

The Receptionist in under the direct supervision of the Front Office Manager and assists the Front Office Manager in enduring smooth daily operation of the clinic schedule. Responsible for scheduling and registering all patients; assist in maintenance of patient records; and entering patient data into computerized system. Incumbent shall perform other clerical functions as required.

ESSENTIAL FUNCTIONS:

1. Schedule appointments for patients at the clinic and assist patients in scheduling appointments with specialists, as required.
2. Sort and distribute all correspondence for program staff.
3. Screen phone calls and visits to the clinic to minimize distractions and maximize productivity.
4. Intervene with difficult clients, providing emotional support and direction as needed.
5. Enter patient registration information into computer, if necessary. Verify and update patient registration data periodically, as defined by the program.
6. Enter patient visit information into computer system, if necessary.
7. Assist with entry of other information into RPMS System, as required
8. Participate in Quality Improvement Program.
9. Other duties as assigned.
10. Experience and/or training in medical office procedures and patient records preferred.
11. Working computer literacy in word processing, spreadsheets and data base components preferred.
12. Must be able to type 50 wpm accurately.
13. Must understand medical terminology
14. Physically able to bend, lift and move quickly.
15. Current certification or ability to obtain certification in CPR.

ADDITIONAL RESPONSIBILITIES:

1. Maintain a valid, unrestricted California Driver's license and ability to be insurable under CRIHB's automobile insurance. If employee has a valid license from another state, he/she must obtain a CA license within 2 months of hiring date.
2. Position requires occasional over night travel within CRIHB's service area. Requires ability to drive up to 7 hours a day.

QUALIFICATIONS:

High School Diploma or GED equivalent with one-year experience in office reception or assistant experience; (OR) if filled as a trainee position, must agree to attend outlined courses to meet the minimum qualifications.

This position requires an awareness and keen appreciation of American Indian traditions, customs and socioeconomic needs and the ability at all times to meet and deal effectively in contacts with Indian organizations which requires tact, courtesy, discretion, resourcefulness, and good judgment in handling functions of a sensitive nature.

Preference in hiring is given to qualified American Indians in accordance with the Indian Preference Act (Title 25, U.S. Code, Sections 472 and 473). Applicants claiming Indian Preference must submit Indian verification, certified by Tribe of affiliation or other acceptable documentation of Indian heritage.

Employee Acknowledgement _____ **Date** _____